Atterney's Docket No. <u>003924.P005</u>

2682 #3 BT PENT 02.2502

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Patent Application of:)		
Mukesh Sundaram et al.)	Examiner:	Not yet assigned
Application No.: 10/016,221)	Art Unit:	Not yet assigned
Filed: October 30, 2001)))		RECEIVED
For: CALL CENTER MANAGEMENT FOR WIRELESS ACCESS NETWORK))) _)		JAN 3 1 2002 Technology Center 2600
Assistant Commissioner for Patents Washington, D.C. 20231			

INFORMATION DISCLOSURE STATEMENT

Sir:

Enclosed is a copy of Information Disclosure Citation Form PTO-1449 together with copies of the documents cited on that form. It is respectfully requested that the cited documents be considered and that the enclosed copy of Information Disclosure Citation Form PTO-1449 be initialed by the Examiner to indicate such consideration and a copy thereof returned to applicants.

FIRST CLASS CERTIFICATE OF MAILING

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Pursuant to 37 C.F.R. § 1.97, the submission of this Information Disclosure Statement is not to be construed as a representation that a search has been made and is not to be construed as an admission that the information cited in this statement is material to patentability.

Pursuant to 37 C.F.R. § 1.97, this Information Disclosure Statement is being submitted under one of the following (as indicated by an "X" to the left of the appropriate paragraph):

<u>X</u>	37 C.F.R. §1.97(b).
	37 C.F.R. §1.97(c). If so, then enclosed with this Information Disclosure Statement is <u>one</u> of the following:
-	A statement pursuant to 37 C.F.R. §1.97(e) or
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- (1) A statement pursuant to 37 C.F.R. §1.97(e); and
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If there are any additional charges, please charge Deposit Account No. 02-2666.

Respectfully submitted,

BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN LLP

Dated: 1/7, 2002

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